

# REQUEST FOR PROPOSAL

## Addendum # 1



Department Of Executive Services  
Finance and Business Operations Division  
**Procurement and Contract Services Section**  
206-684-1681 TTY Relay: 711

**ADDENDUM DATE:** January 20, 2006

**RFP Title:** Wheelchair Accessible Taxicab (WAT)  
Pilot Demonstration Project

**RFP Number:** 05-147 PR

**Due Date/Time:** February 9<sup>th</sup>, 2006, at 2:00 P.M. (unchanged)

**Buyer:** Al Pelton, [al.pelton@metrokc.gov](mailto:al.pelton@metrokc.gov), 206-263-3108

Notice is hereby given that the solicitation document cited above has been amended or revised.

Item #	PG	SECTION	King County Responses																																																
1	Pg. 1	Section 1- subsection 1.2	<p><b>DELETE:</b> in the first paragraph: “...Mailstop <del>EXC-TR-1240, Twelfth (12<sup>th</sup>)</del> Floor...</p> <p><b>REPLACE WITH</b> Mailstop EXC-ES-0871 Eight (8<sup>th</sup>) Floor</p>																																																
2	Pg. 8	Section 2, subsection 2.4 Scoring and Evaluation Criteria	<p><b>DELETE:</b></p> <table><thead><tr><th><u>(Number)</u></th><th><u>(Title)</u></th><th><u>(Score)</u></th></tr></thead><tbody><tr><td>Subsection 1</td><td>WAT Taxicab Operation Plan</td><td><del>350</del> points</td></tr><tr><td>Subsection 2</td><td>Customer Service Plan</td><td>50 points</td></tr><tr><td>Subsection 3</td><td>Driver Performance</td><td>100 points</td></tr><tr><td>Subsection 4</td><td>Vehicle Maintenance</td><td>100 points</td></tr><tr><td>Subsection 5</td><td><del>Additional Vehicles</del></td><td><del>200</del> points</td></tr><tr><td>Subsection 6</td><td>Automated Dispatching System</td><td><u>200 points</u></td></tr><tr><td></td><td><u>Total Points</u></td><td><u>1000 points</u></td></tr></tbody></table> <p><b>REPLACE WITH</b></p> <table><thead><tr><th><u>(Number)</u></th><th><u>(Title)</u></th><th><u>(Score)</u></th></tr></thead><tbody><tr><td>Subsection 1</td><td>WAT Taxicab Operation Plan</td><td><b>500</b> points</td></tr><tr><td>Subsection 2</td><td>Customer Service Plan</td><td>50 points</td></tr><tr><td>Subsection 3</td><td>Driver Performance</td><td>100 points</td></tr><tr><td>Subsection 4</td><td>Vehicle Maintenance</td><td>100 points</td></tr><tr><td>Subsection 5</td><td><b>Financial Responsibility</b></td><td><b>50</b> points</td></tr><tr><td>Subsection 6</td><td>Automated Dispatching System</td><td><u>200 points</u></td></tr><tr><td></td><td><u>Total Points</u></td><td><u>1000 points</u></td></tr></tbody></table>	<u>(Number)</u>	<u>(Title)</u>	<u>(Score)</u>	Subsection 1	WAT Taxicab Operation Plan	<del>350</del> points	Subsection 2	Customer Service Plan	50 points	Subsection 3	Driver Performance	100 points	Subsection 4	Vehicle Maintenance	100 points	Subsection 5	<del>Additional Vehicles</del>	<del>200</del> points	Subsection 6	Automated Dispatching System	<u>200 points</u>		<u>Total Points</u>	<u>1000 points</u>	<u>(Number)</u>	<u>(Title)</u>	<u>(Score)</u>	Subsection 1	WAT Taxicab Operation Plan	<b>500</b> points	Subsection 2	Customer Service Plan	50 points	Subsection 3	Driver Performance	100 points	Subsection 4	Vehicle Maintenance	100 points	Subsection 5	<b>Financial Responsibility</b>	<b>50</b> points	Subsection 6	Automated Dispatching System	<u>200 points</u>		<u>Total Points</u>	<u>1000 points</u>
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3	Pg. 22	Section 5, subsection 5.2, item C. 3.	<p><b>DELETE:</b> item. 3. “<del>Professional Liability, errors and omissions: \$1,000,000.</del>”</p>																																																
4	Pg. 26	Section 6 - Part 1, subsection 6.2	<p><b>DELETE</b> (See item 13.)</p>																																																

This Request for Proposal Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

Item #	PG	SECTION	King County Responses
			<b>REPLACE WITH</b> (see item 14)."
5	Pg. 28	Section 6 - Part 1 subsection 6.10.	<b>ADD:</b> as the fifth box in Item 10  "Awarded Contractors may request, if necessary, direct reimbursement from the County, for up to \$10,000 in upgrades to the dispatching software in order to meet the reporting and data gathering requirements of the project. There shall be no markup allowed. All requests for direct reimbursement must be accompanied with a copy of a paid invoice."
6	Pg. 33	Section 6 - Part 2, subsection 5.1	<b>DELETE:</b> the second sentence:  In the event that <del>eight</del> additional King County-only accessible taxicab licenses are made available during the project, can the Driver Group provide additional accessible vehicles? If "No" please explain  <b>REPLACE WITH</b>  In the event that <b>any</b> additional King County-only accessible taxicab licenses are made available during the project, can the Driver Group provide additional accessible vehicles? If "No" please explain
7	Pg. 33	Section 6 - Part 2, subsection 5.2	<b>DELETE:</b>  <del>5.2 Does the Driver Group have a Letter of Credit (LOC) established with a local bank? If yes, please attach a copy of the LOC?</del>

The following are King County's responses to questions raised at the Preproposal meeting of January 11, 2006.

#	Page	Section	Questions	King County Response
1.	vii	Definitions of Words and Terms	The RFP defines Driver Group, Driver Representative, Contractor, Contractor Representative, Proposer and Proposer Representative. How are the terms different?	<b>CLARIFICATION</b>  The four terms are likely to involve the same person or persons. The definitions for each term should be read to understand their specific role in the project. In some cases, the role of the Proposer and the Driver Group may be the same, but the different terms were used because they are consistent with terminology used in forming legal agreements. The County's legal office uses standard terms, such as Proposer, for contracts, while the County's Department of Transportation drafted terms, such as Driver Group, specifically for this project.
<b>Section 2</b>				
2.	7	Section 2 Item 2.3, B3	Define what you mean about adequate finances (resources)?	<b>CLARIFICATION</b>  The Driver Group is asked to show that they have the financial resources to meet the obligations of the scope of work for the demonstration project, such as purchase fare meters and cameras, provide for credit cards and redeem Metro taxi scrip.
3.	8	Section 2 Item 2.4	What issues will the subsection titled "Driver performance" cover?	<b>CLARIFICATION</b>  In the Driver Performance subsection, there will be four questions regarding how Driver Groups will monitor and report driver performance issues, such as accidents.
<b>Section 3</b>				

#	Page	Section	Questions	King County Response
4.	11	Section 3 Item 3.3, C	Can the demo project continue if the County loses grant funding in 2007?	<b>CLARIFICATION</b> If the County loses grant funding in the future, they would discuss alternative options with Driver Group before they canceled the project. If the Driver Group did not need the additional funding to proceed, the County could choose to continue the project
<b>Section 5</b>				
5.	21	Section 5 Item 5.2	If the insurance for accessible taxicabs costs more and boarding time for people in wheelchairs takes longer, why would drivers want to participate?	<b>CLARIFICATION</b> Drivers may want to participate because the County is providing the use of accessible taxicab vehicles and the City and County are providing accessible taxi cab licenses for the duration of the demonstration project at no cost.
<b>Section 6</b>				
6.	24	Section 6 Demonstration Project Goals	Do accessible taxicabs have to charge the same meter rates to people using mobility aids as they do the general public? Boarding may take longer for people who use mobility aids, can we charge for extra time required for boarding?	<b>CLARIFICATION</b> Accessible taxicabs must charge the same meter rate to people who use a mobility aid as they do the general public. People with disabilities and the general public must be treated equally.  The Driver Group may charge higher rates through negotiated contracts for enhanced services, with other agencies, such as HopeLink or Metro.
7.	24	Section 6 Demonstration Project Goals	Will the short-term demonstration project transition into a permanent solution that results in accessible taxicabs operating in King County?	<b>CLARIFICATION</b> The answer to this question is unknown. The data gathered from this project will help the County determine potential demand for the service and the costs associated with providing accessible taxicab service.
8.	24	Section 6 Demonstration Project Goals	What is the purpose of the Accessible taxicab demonstration project?	<b>CLARIFICATION</b> The two main purposes are: 1) To assess the need for accessible taxicabs and estimate how many may be necessary to provide responsive service. 2) To test the economic viability of privately owned and operated accessible taxicabs that provide on-demand service to private-pay passengers at taximeter rates.
9.	25	Section 6 Item 2	Can repairs be handled by the driver?	<b>CLARIFICATION</b> Minor repairs, such as light bulb replacements, can be handled by drivers. Any major repairs or schedule preventative maintenance (listed in Exhibit 1 on page 50) should be provided by experienced mechanics. Major repairs covered by the County will be repaired by maintenance service provider under contract with the County or by a maintenance provider approved by the County.
10.	26	Section 6 Item 2	Who pays for the digital security cameras?	<b>CLARIFICATION</b> The Driver Group must pay for the security camera. Camera equipment purchased by the Driver Group, will be returned to them at the end of the demonstration project.
11.	26	Section 6 Item 4	Can the Accessible Taxicab licenses be	<b>CLARIFICATION</b> The County will issue the 8 temporary accessible taxicab licenses

#	Page	Section	Questions	King County Response
			issued to the driver group as a whole or to two people rather than just one individual?	to 8 primary drivers in the Driver Group.
12.	26	Section 6 Item 4.1	If a company or association submits a proposal to participate in this project, do they need to list at least 16 drivers?	<b>CLARIFICATION</b> All proposals must include at least 16 drivers. If a company or association submits a proposal, but does not list at least 16 drivers, the proposal may be rejected.
13.	26	Section 6 Item 5	Can the Driver Group enter into separate contacted service with other agencies?	<b>CLARIFICATION</b> Driver Groups can provide contracted service with other agencies as long as they do not turn away accessible taxicab rides from private pay customers, and response times established for this project are met. Contract service should not absorb more than 50% of the accessible taxicab fleet at any hour.
14.	27	Section 6 Item 7.3	In the Driver Requirement section, the County lists a "King County computerized dispatching service". What does this mean?	<b>CLARIFICATION</b> The County requires that the Driver Group use a computerized dispatching service that monitors service in King County. Should the Driver Group use an existing service that provides computerized dispatching service, the system must cover King County (the actual location of the service provider does not need to be located in King County).
15.	27	Section 6 Item 7.12	Will proposals be penalized for including drivers who do not have good driving records?	<b>CLARIFICATION</b> If a proposal has too many ineligible drivers for any reason, they may be rejected. Grounds for having your proposal rejected are: 1) Providing less than 16 drivers for the proposal; 2) Of the multiple drivers listed, their must be at least 8 drivers who meet all of the driver requirements. If the winning Proposer/Driver Group has at least 8 qualified drivers, the County will allow the Driver Group during the preparation phase to recruit replacement drivers who meet the requirements for the project.
16.	27	Section 6 Item 7.12	Will drivers who have an at-fault accident or traffic citations during the demo be removed from the demo project?	<b>CLARIFICATION</b> Drivers who do not meet the established "driver requirements" during the demonstration project, will need to be removed from the demonstration project. Drivers may not have more than two citations for moving violations and no at fault accidents within the past three years.  For example, if a driver starts the project with one citation issued in the past year, and receives a 2 <sup>nd</sup> citation this year, they would be allowed to stay on the project because they would only have 2 citations issued in the last 3 years. Should the same driver receive a 3 <sup>rd</sup> citation or an at-fault accident during the demonstration project, they would need to be removed from the project because they would no longer meet the driver requirements for the project.
17.	27	Section 6 Item 7.12	Will it be easier for companies or associations to sign up drivers for this project?	<b>CLARIFICATION</b> Section 7.12 lists six driver requirements for this project. All individuals have access to their own driving information and should know if they are eligible to participate in this project. Both companies and individuals forming a driver group have the option to research background information on interested drivers to see if they are eligible for the project. The process of establishing a

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				Driver Group will involve recruitment and research skills by all Proposers, whether they are an individual, company or an association.
18.	28	Section 6 Item 8	What is the incentive for non- primary drivers?	<b>CLARIFICATION</b>  The Driver Group is allowed to set up their own service as long as it meets the requirements of the project. The Driver Group may develop or pass on whatever incentives the group decides is appropriate to non-primary drivers.
19.	28	Section 6 Item 11	Will the taxicabs require GPS?	<b>CLARIFICATION</b>  The Driver group will be responsible for all of the operating expenses associated with meeting the requirements of the demonstration project, with the exception of the items listed in Section 6, item 10. Items such as fare meters, cameras, MDTs with GPS tracking for the computerized dispatching system will be needed for this project. In addition, WAT taxicabs will be required to meet all applicable King County and City of Seattle Taxicab Vehicle Requirements.
20.	29	Section 6 Item 14	Are there any additional record keeping requirements for this project beyond what is currently required for taxicabs in King County?	<b>CLARIFICATION</b>  There are additional record keeping requirements for the demonstration project. The most important requirements are specified in section 6 - item 14, section 3 - item 3.14, and section 3 – item 3.17G. Additional information may be requested during the demonstration project period. All records must be stored for at least 6 years.
21.	32	Section 6 – Part 2 Item 1.21	Does the Driver Group need to establish their own phone number?	<b>CLARIFICATION</b>  The Driver Group would need to choose a phone number that operates toll free in King County if they start their own service and advertise as a new business. If they choose to join an existing association, they would use the association's telephone number and computerized dispatching service.
22.	32	Section 6 – Part 2 Item 2	Who will handle customer complaints?	<b>CLARIFICATION</b>  The Driver Group must set up their own customer service complaint process for concerns they receive from the general public. Section 6 – Part 2, Item 2 asks the Proposer/Driver Group to explain this process in their proposal. The County also plans to provide public comment cards, which must be displayed in all accessible taxicabs, should riders want to send in their feedback on the demonstration project.
23.	33	Section 6 – Part 2 Item 5	Should subsection 5 of the proposal have a maximum value of 200 points?	<b>CLARIFICATION</b>  Subsection 5 has been revised accordingly and has a maximum value of 50 points. The value of subsection 1 has been raised to 500 points.
24.	33	Section 6 – Part 2 Item 6.2	Can Driver Groups provide their own computerized dispatch service?	<b>CLARIFICATION</b>  The Driver Group may provide their own computerized dispatch service but should be aware that once the demonstration project ends, they may not need the dispatch system since the accessible taxicab licenses are temporary and will expire. In addition, Driver Groups who plan to use their own computerized dispatch service need to thoroughly answer question 6.2 on page 33.